

FRESNO COUNTY SUPERINTENDENT OF SCHOOLS

SHORT-TERM CLASSIFIED POSITION

JCN: 102
HOURLY
NON-EXEMPT

APPRENTICE – QUALITY ASSURANCE

BASIC FUNCTION:

Under the direction of the Senior Director, Application, Development and Support and assigned personnel; contribute to the development and maintenance of high quality applications, products and services at the Office of the Fresno County Superintendent of Schools (FCSS); perform entry-level assignments in a supported learning environment to develop the skills and knowledge in quality assurance (QA), which will assist the apprentice in meeting qualifications to apply and secure future employment and progress successfully in a career.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

- Actively participate in an individualized development plan, as assigned.
- Assist with documenting test cases, procedures, and results.
- Assist with identifying and resolving quality issues, investigating root causes, and implementing corrective and preventive actions.
- Assist with identifying bugs, logging defects, and providing detailed information to developers to address problems.
- Assist in planning, writing, and executing automation scripts.
- Collaborate with cross-functional teams, including development, production, and customer support, to ensure a comprehensive understanding of quality requirements.
- Contribute to the creation and execution of test plans, conducting inspections, and identifying areas for product/service quality improvement.
- Contribute to the development and maintenance of quality documentation, including test cases, procedures, and reports.
- Engage in ongoing training sessions to learn new testing tools, enhance skillsets, and stay updated on industry best practices in QA.
- Provide regular updates on quality metrics, test results, and project progress to team leads and management.
- Work closely with cross-functional teams, including development, QA Team, and clients to ensure a comprehensive understanding of quality requirements.
- Attend and participate in a variety of assigned meetings, in-services and/or special events.
- Comply with schedules, policies, regulations, procedures, orders, and directives of the County Superintendent.
- Exhibit professionally appropriate interpersonal skills including but not limited to tact, patience, flexibility and courtesy.
- Maintain a safe work environment.
- Operate a variety of office equipment, including but not limited to a computer and assigned software applications.
- Work collaboratively and maintain effective working relationships with others in the course of work in assigned area.

OTHER DUTIES:

- Drive a vehicle to conduct work, using own transportation may be required.
- Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Basic understanding of software development lifecycle (SDLC).
- Quality Assurance concepts and processes.
- Test automation tools and techniques.
- User Experience (UX) awareness.
- Proper English usage, grammar, spelling, punctuation and vocabulary in all forms of communication.
- State Education Code, local, state and federal laws, codes, regulations and requirements and county office organization, operations, policies and objectives as related to assigned activities and/or instructional area.

ABILITY TO:

- Follow instructions and learn new tasks.
- Learn and adapt to new technologies and methodologies.
- Learn and take responsibility for their own development.
- Work flexibly as part of a team.
- Communicate effectively both orally and in writing.
- Drive a vehicle to conduct work, as assigned.
- Interpret, apply, and explain rules, regulations, policies and procedures.
- Maintain consistent, reasonably regular, punctual attendance consistent with federal, state and local standards.
- Work confidentially and with discretion.

EDUCATION AND EXPERIENCE:

EDUCATION:

- High School Diploma, General Education Degree (GED) or State High School Proficiency certificate.

EXPERIENCE:

- Sufficient education and/or experience to demonstrate the knowledge and abilities listed above.

LICENSURE AND OTHER REQUIREMENTS:

- Enrollment in a community college or university program preferred.
- Valid California driver's license may be required at time of hire and throughout employment with the County Superintendent; when driving for work, maintain automobile liability insurance in accordance with California Insurance Code section 11580.1 or maintain other statutorily authorized financial responsibility.
- Enrollment in the California Department of Motor Vehicles Government Employer Pull Notice Program may be required at time of hire and throughout employment with the County Superintendent.

WORKING CONDITIONS:

ENVIRONMENT:

- Drive a vehicle to conduct work, using own transportation may be required.

- Office and/or school facility environment.
- Regular interruptions.
- Small and large group meetings.

PHYSICAL DEMANDS:

- Bending at the waist, kneeling or crouching; climb or balance.
- Eyesight corrected or uncorrected sufficient to read a variety of materials including but not limited to fine print.
- Hearing with or without use of hearing aid(s) sufficient to hear any conversation with others; understandable voice and speech patterns.
- Manual dexterity and coordination sufficient to operate office and/or classroom equipment.
- Sitting, standing and/or walking for extended periods of time.
- Use hands to handle and/or feel; reach with hands and arms.
- Must frequently lift, push, pull or carry up to ten (10) pounds and occasionally lift and/or move up to twenty-five (25) pounds.

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this position, subject to reasonable accommodation.

This position description may not be an exhaustive list of all duties, knowledge, or abilities associated with this classification; however, it is intended to accurately reflect the principle job elements. Related duties, knowledge, or abilities to those expressly stated may also be required for successful performance of the position.

APPROVED:

Effective: 04/11/2018

Revised: 02/21/2024; 05/01/2024